

JOHN P. COTTER
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Phoenix, AZ 85051
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PROFILE:

A history of responsible employment including management positions, reflecting proven capability in a variety of areas:

- > **Merchandising**
- > **Inventory Control / Purchasing**
- > **Staffing / Training / Supervision**
- > **Food and Beverage**

Strong organizational and problem-solving abilities, demonstrating sound judgment in establishing priorities and making decisions.

Well-developed communication skills, both verbal and written; interact effectively with people on all levels.

Self-motivated and conscientious with an earned reputation for dependability, integrity, efficiency and professionalism.

Areas of expertise:

- > **Merchandising and inventory control**
- > **Team Building / Leadership**
- > **Continuous Process Improvement**
- > **Cost Control / Containment**
- > **Planning and Forecasting**
- > **Customer Service / Relations**
- > **Quality Assurance**

EDUCATION:

PARADISE VALLEY COMMUNITY COLLEGE
Accounting / Microcomputers

U.S. NAVY
Inventory Control Management

PROFESSIONAL DEVELOPMENT
Ongoing Industry-related Training

EXPERIENCE:

1999 to 2005	WALGREENS Store Manager Responsible for overall financial performance of the store, including implementation of corporate programs and initiatives on merchandising , cost management , productivity and associate morale. <ul style="list-style-type: none">> Strong in merchandising and store condition to achieve maximum sales> Increased sales 4.7% and gross profit 4.3%> Increased pharmacy prescriptions by 16%> Board certified Pharmacy Technician> Successful completion of the Applied Drug Store Management Course. In which I graduated top of the class> Knowledgeable in Sims, AS400, and Office PC> Career minded, willing to work hard and provide strong leadership> Ability to coach and develop team members to achieve corporate goals	Phoenix, Arizona
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EXPERIENCE CONTINUED:

1994 - 1999	MILUM TEXTILE SERVICE Sales / Service Manager Oversaw 12 route drivers statewide, ensuring optimum customer service and satisfaction > Maintained inventory of major accounts. > Controlled labor costs; generated new sales contacts and accounts. > Grew customer base by 20% per year.	Phoenix, Arizona
1990 to 1994	ARROWHEAD COUNTRY CLUB Banquet / Beverage Manager Hired, trained, and scheduled more than 20 food and beverage personnel for dining room, bars, beverage carts and special events. > Restructured wine list to reflect members' preferences. > Worked closely with vendors / /supplies to purchase stock, keeping beverage costs at 21%.	Glendale, Arizona
1988 - 1990	HUNGRY HUNTER RESTURANTS Night Manager / Head Waiter Balanced receipts from bar and restaurant, preparing daily finical / income reports; oversaw nightly side work > Trained wait staff with particular attention to customer service, as well as policy and procedure. > Served as fill in cook.	Phoenix, Arizona
1983 - 1987	UNITED STATES NAVY Storekeeper Maintained inventory control of 18 storerooms on the U.S.S.McKee.	Honorable Discharge